

SANDY SPRINGS CITY COUNCIL RETREAT

January 27, 2015



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SANDY SPRINGS
GEORGIA

CUSTOMER
SERVICE

PUBLIC SAFETY

SUSTAINABLE GROWTH

DOWNTOWN
DEVELOPMENT

TRANSPORTATION

NATURAL RESOURCE
PROTECTION

COMMUNITY
APPEARANCE

ECONOMIC
DEVELOPMENT

RECREATION AND
CULTURAL
ENHANCEMENT



Customer Service

2014

- Successful transition to new Call Center provider
- Leveraging technology to improve information flow
 - Creation of a web Knowledgebase providing real-time interaction between Communications and Call Center
 - Sandy Springs Works mobile application to report problems
 - Enhanced use of Social Media to communicate with public and media (winter storms, significant events)

2015

- Improved website tools to enhance user experience
- Develop more “how to” videos to explain processes (ex: how to measure a tree)
- Continuing to engage HOA outreach
- More frequent capital project status updates
- Electronic plan review & submittal
- Sandy Springs Response Vehicle (SSRV) Truck



Public Safety

2014

- ChatComm received CALEA certification, the first private sector, outsourced communications center to be accredited, and one of the first accreditation efforts that was fully accomplished electronically with online review and Internet based policies and procedures
- Completed several significant Emergency Management Table Top exercises (Active shooter, Pandemic, HazMat, Power Outage/Weather)
- Activated rescue unit in Panhandle from 7 a – 7 p
- Trained fire personnel in tactical emergency medical service (TEMS)

2015

- As part of the North Fulton Radio System Authority, begin operations of the new radio system
- Continue efforts to reduce false alarms
- Evaluate response efforts in the Panhandle
- Addition of security cameras at Abernathy Park and Lost Corner
- Increased fire education programming for multi-family housing communities



Public Safety: Police

2014

- Total Crime down 1 percent, Violent Crime down 15 percent
- Passed state certification
- **Customer Service**
 - Increased hours at headquarters desk to help those who walk in
 - Added technology enabling wreck and police reports to be retrieved at headquarters or online
 - Improved signage, seating and visibility for residents who need to come to headquarters
- **Community Outreach**
 - Hired our first officer who first came to SSPD as an Explorer
- **Personnel**
 - Required Health Screenings
 - Opening of physical fitness/training facility

2015

- **Customer Service**
 - SSRV truck implementation
 - Assigned officer at desk to take wreck and police reports at headquarters
 - Added signage for crime prevention in parks
- **Community Outreach**
 - Continue the Explorer program
 - Continue Citizens on Patrol, Teen Driving, Women, Children and Gun Safety programs
 - Expand Home Check program
- **Personnel**
 - Continue with law enforcement specialty training: Investigation, CSI, Tactical Response, Traffic Investigation and Leadership training.
 - Continue mandatory health screenings
 - Maximize multi-jurisdictional training opportunities



Public Safety: Fire

2014

- **PUBLIC SAFETY/COMMUNITY PARTNERSHIPS**
 - The City and National AED Registry has registered 149 AEDs within the City.
 - Nine fire fighters certified as Child Passenger Safety Technicians, and one as an instructor
- **FIRE PERSONNEL DEVELOPMENT**
 - Deputy Chief Mark Duke designated as “Fire Officer” by the Center for Public Safety Excellence
 - Fire Protection Engineer David Adams certified as Executive Fire Officer from the National Fire Academy
- **RESOURCE MANAGEMENT**
 - Arrival of six new fire trucks to serve the City

2015

- **PUBLIC SAFETY/COMMUNITY PARTNERSHIPS**
 - Increase Cardiac Save Rate though continued rapid response and community CPR/AED training
 - Reduce Multi-Family Structure Fires through safe cooking and proper candle usage educational programs
- **FIRE PERSONNEL DEVELOPMENT**
 - Create and Implement Career Development Program
 - Review Departmental Policy and Procedures
 - Implement Apparatus Engineer Driver Program
 - Create and Implement Physical Fitness Program
- **RESOURCE MANAGEMENT**
 - Identify Property for Station 2 and Headquarters
 - Upgrade facilities



Transportation

2014

- Public Works Department named Agency of the Year by the GA Section of the Institute of Transportation Engineers
- Added 1.2 miles of sidewalk, resurfaced 28 miles and restriped 20 miles of roadway
- Change in sidewalk policy now requires sidewalk for all new and major rehab projects
- Adoption of the Pedestrian-Bike Plan
- Installation of a signal at Wright Road and Johnson Ferry
- Completion of guardrail on Johnson Ferry Road

2015

- Continue coordination with GDOT on I-285 and GA 400 projects
- Continue collaboration with MARTA for GA 400 corridor & PCID areas
- Continued improvement of project delivery through the use of new technology and best practices
- Focus on implementation of intersection improvements in the Powers Ferry area
- Complete: Morgan Falls Road and sidewalk project, Riverside Dr. realignment and Windsor Parkway intersection and pedestrian bridge program



Recreation and Cultural Enhancement

2014

- Completion and opening of Abernathy Greenway Park
 - Best New Park by Atlanta Magazine & second place for Community Greening from Keep GA Beautiful
- Added 50 spaces with parking lot upgrade and added vehicle & equipment storage facility at Hammond Park
- Closed on future park properties at Old Riverside Dr. and Spalding Dr.
- Staff member obtained National Certified Playground Safety Inspector certification, bringing that function in house
- Launched special needs program including a summer camp and a social-recreational Exceptional Adventures Activity Club
- Increased enrollment in Leisure programs
 - Two afterschool enrichment programs added at Heards Ferry Elementary
 - Two new pickle ball courts added at Hammond

2015

- Opening of Lost Corner Preserve
- Improvements at Hammond Park: turf field, gym exterior and front entrance
- Install lights at Dunwoody Springs Elementary turf field
- Trail upgrade at Abernathy Greenway
- Parks planning for Old Riverside Drive and Spalding Drive
- Construction of Abernathy Greenway South
- Covered tennis courts
- Continued expansion of programming
- Expansion of events to bring community together
 - 10th Anniversary/Holiday
 - Food Event with Savor Sandy Springs
 - Exploration of additional event possibilities



Natural Resource Protection

2014

- Special Council Work Session on erosion control, trees, stormwater
 - Cross training of staff to enhance enforcement capacity
- Construction completed on 43 stormwater projects
- LED Conversion at City Hall – ROI expected within 18 months
- Litter Amendments (part of MS4)
- Erosion Control Amendments
- Completed tree canopy study
- Designation as a Tree City USA for a 5th year
- Bronze designation as a Green Community through ARC

2015

- Tree ordinance amendments
- Stormwater ordinance amendments
- Stormwater incentive program
- Installation of electric charging station at Hammond Park
- Addition of second propane fueling station at Hammond Park
- Start construction of Marsh Creek Regional Detention Facility
- Close out flood control acquisition project – Pre Disaster Mitigation Program



Community Appearance

2014

- Beautification of right-of-way: Fig Island, Abernathy near Arts Center, Mt Vernon Highway at Glenridge
- Completed design and planting of 15,000 daffodils at Abernathy Greenway
- Removed more than 2,600 illegal signs from rights-of-way
- Removed more than 20,000 bags of trash, picked up from around the City (55 bags a day)

2015

- Continued efforts to beautify right-of-way
 - Johnson Ferry, Abernathy & Roswell Rd
- Maintain high standards
- Sign Ordinance



Downtown Development

2014

- City Center Master Plan, Facility Program and Budget approved
- Demolition of structures on the City Center Master Block
- Project Team Selected: Carter-Selig (Master Developer), Rosser International, Inc (Architect), jB+a, Inc (Landscape Architect), Long Engineering (Civil Site Engineering), Holder (CMAR)
- Began implementation of city street grid network with several key land acquisitions

2015

- Implementation of the City Center Master Plan
- Complete design and begin construction of the City Center project
 - Infrastructure: roads, utilities etc
 - Stormwater
- Appropriately manage redevelopment in other parts of the City Center area
 - Small area plans along Roswell Road (mini city center-styled master plan)
- Review City Center Zoning Code



Economic Development

2014

- **Recruitment**
 - More than 33 large companies announced moves to the City resulting in more than 1,200 jobs
- **Retention**
 - Met with 35 companies, focusing on largest.
 - Met with property and tenant brokers representing more than 25% of the City's 24 million square feet of office space, to provide information on incentives for expanding businesses in Sandy Springs.
 - Added 0.5 FTE in 4Q to focus on retention
- **Redevelopment**
 - Completed conceptual redevelopment plans for north Sandy Springs. Began marketing opportunities to developers.
 - Since 2013, City Council has approved three redevelopments of aging Class C-multifamily properties, which equates to more than 10% of the City's Class C housing stock

2015

- **Recruitment**
 - Assist Mercedes with its corporate relocation to Sandy Springs
 - Collaborate with economic development partners to better utilize marketing resources for industry targets (including corporate and regional headquarters, financial processing, information security and medical biotech)
- **Retention**
 - Meet with property and tenant brokers representing more than 25% of the City's office space. Meet with 80 companies, both large employers and small businesses.
- **Redevelopment**
 - In collaboration with economic development partners, host 2 -3 developer events to highlight redevelopment opportunities.

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Sustainable Growth

- Begin 2037 Comprehensive Plan Update
- Develop PCID Sustainability Plan
- Develop Roswell Road Small Area Plans
- Examine Possible Implementation of Unified Development Code
- Establish Standards for Evaluating Apartment Redevelopment Projects

Discussion